

# EMPATHETIC ASSERTIVENESS SKILLS

COURSE OUTLINE

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TRAINING

# Empathetic Assertiveness Skills

## Course Aims

This one day programme develops the practical communication skills required to get things done promptly and professionally using assertiveness. Delegates learn how to deal with issues rather than emotions, how to ask for what they want clearly, and how to manage difficult interactions with confidence. The course explores behavioural styles, assertive language, conflict approaches, and the principles of Transactional Analysis to understand how our actions influence the behaviour of others.

The day is highly practical, offering tools, techniques, and real world scenarios that help participants communicate with clarity, manage boundaries, and feel more comfortable saying yes or no when they mean it.

## Duration

One Day

## Target Audience

Professionals at all levels who need to communicate clearly, confidently, and respectfully in demanding workplace environments. Ideal for individuals who struggle to say no, want to handle conflict more effectively, or wish to strengthen their professional presence.

## Learning Outcomes

By the end of the course, participants will be able to:

- Use assertive behaviour rather than aggressive or passive approaches.
- Analyse different behavioural styles and respond appropriately.
- Say no without guilt and set clear boundaries.
- Prepare for and manage challenging behaviour from others.
- Handle put downs, dominance, and difficult personalities with confidence.
- Apply effective verbal and non verbal communication in a range of situations.
- Recognise the benefits of assertiveness for personal and professional effectiveness.
- Use enhanced self confidence to communicate more productively.

# Course Content

## Session 1 - Understanding Assertiveness

- What assertiveness is and what it is not
- Differences between passive, aggressive, passive aggressive, and assertive behaviour
- The impact of each style on workplace relationships and outcomes
- Rights and responsibilities in assertive communication

## Session 2 - Behavioural Styles and How to Respond

- Identifying common behavioural patterns
- How to adapt your approach to different personalities
- Recognising triggers and emotional responses
- Responding to challenging or unhelpful behaviours constructively

## Session 3 - Transactional Analysis for Everyday Communication

- Parent–Adult–Child model explained in practical terms
- How transactions escalate or de escalate conflict
- Choosing the Adult to Adult response
- Why our actions influence others' behaviour

## Session 4 - Assertive Language and Communication Techniques

- Using clear, direct, respectful language
- Structuring assertive messages
- The power of "I" statements
- Managing tone, pace, and body language

## Session 5 - Saying No Without Guilt

- Why saying no is difficult
- Techniques for declining requests professionally
- Setting boundaries while maintaining relationships
- Practising confident refusal in realistic scenarios

## Session 6 - Handling Conflict and Difficult Conversations

- Approaches to conflict and when to use them
- Preparing for assertive confrontation
- Staying focused on issues, not emotions
- Managing put downs, dominance, and interruptions

## Session 7 - Building Confidence and Personal Presence

- Understanding your personal barriers
- Reframing unhelpful thoughts
- Using assertiveness to enhance credibility
- Developing a confident communication mindset